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AIR COMMAND AND STAFF COLLEGE

AIR UNIVERSITY

**CIVIL AIR PATROL SENIOR MEMBER PROFESSIONAL
DEVELOPMENT COURSE**

by

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Abstract

This course is a series of twenty lessons on relevant issues for the professional development of Civil Air Patrol (CAP) senior members. Each lesson was developed to be presented in a classroom environment or as an independent study aid for CAP students and instructors. Every lesson contains student material and an Instructor Guide with PowerPoint slides and printable text. The Instructor Guide also contains suggestions, instruction tips, discussion questions, and suggested student responses. Both the student and instructor materials can be accessed through the WEB, compact disc, or in a published form.

Part 1

Civil Air Patrol Senior Member Professional Development Course

In April of 1999, Major General Mike McCarthy, Headquarters USAF/AXO, led a team of inspectors to Headquarters, Civil Air Patrol, at Maxwell AFB. This visit was directed by Acting Secretary of the Air Force, F. Whitten Peters, and the Air Force Chief of Staff, General Michael Ryan. One of the findings briefed to the Secretary and the Chief was the need for increased professional development of CAP's adult volunteers (i.e., instruction on core values, ethics, conflict resolution, uniform wear, customs and courtesies, IG Complaint System, Safety, Financial Accountability, etc.). The Senior Programs Division at CAP Headquarters is responsible for the development of such educational programs, but, has only one curriculum developer for all senior member development programs affecting 35,000 volunteer adult members across America. Remedying the program deficiencies briefed to the Secretary and the Chief were absolutely beyond the resources of CAP Headquarters.

In past years ACSC students have been essential players in the development of CAP senior member and cadet educational programs. In 1995, they developed the CAP Orientation Course to orient 7,000 new members annually entering CAP. Then, in 1996, they developed a four-volume ECI Course on leadership, management, and communication. In addition, in 1998-1999, they completely revised the primary textbook for 26,000 cadets (Aerospace: The Challenge).

This academic year CAP Headquarters Senior Programs requested help from ACSC students to develop an educational product to educate CAP adult members on a variety of professional development topics. ACSC students researched each subject area and completed a short research paper explaining the most salient points about the subject area. This paper would be read by the students during the first part of the class and would become the major portion of their Student Guide. The Instructor Guide contains discussion of the same reading material as that received by the student with a teaching plan on the subject that reinforces the main points with PowerPoint slides. The Instructor Guide also contains discussion questions, suggested responses, case studies, examples, and practical exercises to reinforce and evaluate student learning. These lessons were created with a diverse instructor and student body. Additionally, the learning environment may be austere.

As in past years, the scope of this project and the number of assigned officers were left to the judgement of the ACSC Chief of Research. The following topics were researched and developed into lesson materials and instructor guides:

- The Basic Principles of Effective Leadership
- Followership in a Volunteer Environment
- How to Effectively Implement Change in Organizations
- Ethics
- Air Force and Civil Air Patrol Core Valuing Core
- Apply Core Values in a Command Setting
- The Chain of Command and What it Means to the US Air Force and the Civil Air Patrol Relationship

- Fostering a Cooperative and Dynamic Relationship Between the Civil Air Patrol and the United States Air Force at the Unit Level
- The Inspector General System in the US Air Force and the Civil Air Patrol
- Standards, Customs and Courtesies in the US Air Force and the Civil Air Patrol
- Proper Wear of the Civil Air Patrol Uniform
- Financial Accountability in the Civil Air Patrol
- Civil Air Patrol Complaint Processing
- Fundamentals of the CAP Flying Safety Program
- Effective Counseling Techniques
- Conflict Resolution Strategies
- Dealing with a Diverse Civil Air Patrol Population
- Understanding and Preventing Sexual and Racial Discrimination
- Preventing Violence in the Civil Air Patrol Workplace
- The Difference Between Discipline and Abuse

Part 2

User Guide

This CAP distance learning course — multimedia edition is designed for use by CAP senior members with various levels of computer skills. The designers of this course assume that senior members are familiar with the Windows, user interface, including using the mouse, selecting menus, choosing options, and getting on-line help. However, whether you are a novice or a computer wizard, this interactive courseware offers you a rich learning environment. We hope it makes your CAP experience more productive and more enjoyable.

Your comments and suggestions for improving this course of instruction would be appreciated. Please forward your comments to National Headquarters, CAP, 105 S. Hansell Street, Building 714, Maxwell AFB, AL 36112-6332. Commercial: (334) 953-7584. The Internet address is: ET @ capnhq.gov

The minimum system configuration for this Multimedia course is a IBM compatible computer with a 486 CPU operating at 33 MHz, 8 Mb RAM, MS-DOS 5.0 or greater and Windows 3.1 or greater, VGA Monitor with 256 color capable video card, 8-bit sound card, and a double-speed CD-ROM drive.

Our recommended system configuration is a IBM compatible computer with a Pentium or equivalent CPU operating at 100 MHz or faster, 16 Mb RAM or more, MS-DOS 6.2 and

Windows 3.11 or Windows 95, SVGA Monitor with 1 Mb video card, and a eight-speed CD-ROM drive with 16-bit stereo sound card and speakers.

Some aspects of the programming may not operate well if your computer is not configured for multimedia capability. For example, the videos may not run properly and the various sound files can not be heard. Therefore we highly recommend running the course on a fully multimedia capable computer to gain the full benefit of multimedia.

This multimedia course is designed to operate in the Windows TM operating system. It has Terminate and Stay Resident (TSR) properties and can be "minimized" or "closed" by using the standard Windows buttons at the top right and left hand corners of your monitor.

Important Note: Due to its size and multimedia characteristics, this program is memory intensive. We do not recommend the simultaneous operation of other programs while you have the course open. Depending on your computer's available memory, system configuration, and many other variables—running the Multimedia course and other programs simultaneously may result in system errors (MTB50 error) or conflicts, which could require you to reboot.

Lesson material is printed as a Microsoft Word document. Lesson slides can be viewed and printed using Microsoft PowerPoint software. If you do not have this software loaded on your computer, we recommend downloading these software products from their web sites.

Once you have opened the Home Page, the Menu buttons are displayed on the screen. By selecting a lesson button on the left side of the page (example: Leadership, Inspector General) you will be hyper linked to the lesson. Additionally, each course is numbered for easy reference.

All course lessons have the same format and style. Each lesson contains a Lesson Materials page designed to give the student the information required for the lesson in an easy to understand

format. The Instructor page contains the course objectives, power point slides, and suggested instructor information for each slide and a list of suggested reference materials.

The buttons on each page hyperlink to a lesson, instructors guide, power point slides, and reference material. After opening a lesson, the lesson may be printed as a Microsoft Word document by pointing and clicking on the button. The PowerPoint button allows you to hyperlink to the lesson slide presentation. PowerPoint slides are viewed using Microsoft PowerPoint Viewer. To advance the slides just click the left button on your mouse, to view in reverse click the right button and to end the PowerPoint presentation hit the ESC key. (Hint: At times when you double-click on the presentation name the PowerPoint viewer may not open. Just try double-clicking it again and it should open)

The Printer button lists all the printable documents. You can print articles any time they are opened by using the File, then Print option from the menu bar. The preferred method to documents is to use the print button on the left side of your screen. After you double-click on the Print button you will be asked if you would like to save the file to your disk. If you answer "Yes", the document will be saved to your computer hard drive.

The navigation buttons (Forward, Reverse, and Back) across the bottom move, you page by page through the lesson. The "Homebutton" will hyperlink to the Course Home Page allowing you to select another lesson or exit the course.

Each lesson, instructor guide, and pop-up window has navigation buttons. For example, by double clicking the "CAP shield" at the bottom of the page you will be hyper linked to the course home page. The "Go to the top of Page" button hyperlink s you to the top of your current page. The "Up Level" button hyper links you to the current lesson.

SOUND PROBLEMS:

1. Do you have a sound card installed? If not, even if you have a CD-ROM there is no guarantee you can play sound files.

2. Are you using a PC speaker? These speakers may not have the ability to play sound files.

3. Do you have external speakers? Are the speakers on with AC power (or batteries - check the batteries)? Are the speakers connected to the correct output on the card? CD players with speakers attached to the front may not play sound files.

4. Is the volume turned up (Volume controls can be on sound card and speakers)? Sound Card: usually a round thumb wheel you can adjust.

5. Are all audio drivers loaded? (Consult installation manual for your audio card) Check Windows Control Panel, "Drivers" icon and ensure audio drivers are loaded. Common Drivers that need to be loaded are [MCI] CD Audio and [MCI] Sound.

6. Are the appropriate lines in your AUTOEXEC.BAT, CONFIG.SYS, and System.ini? Consult the installation manual of your sound card.

7. Did your sound card pass the sound test included in your installation software? Consult installation manual for your sound card.

8. If not, is your IRQs set correctly? Your audio card may have two IRQs to set One for SoundBlaster emulation and one for the card itself. Consult your installation manual for your sound card, they usually have a trouble shooting procedure section.

Sound plays but is distorted or "fuzzy." A possible cause of distorted or fuzzy sound is you are using a 16-bit sound card set to a lower Direct Memory Access (DMA). Sounds that appear scratchy while using a low DMA will sound better using an upper DMA. Consult installation manual for your sound card.

VIDEO PROBLEMS:

1. Do you have video playback software on your computer?
2. Are the proper video drivers installed? Consult your Windows manuals. A typical Video Driver is " [MCI] Video for Windows ".
3. Are your pictures displaying but grainy or off color? What is your screen resolution? (Minimum required be: 800x600x256 colors) Consult your Windows manuals to change screen drivers.

I have done it all but; it still does not work. If you followed the procedures outlined above and are running the Multimedia Course on a computer that meets our recommended configuration specifications; the video should play properly. If you still encounter problems, such as missing frames and broken sound, your computer's ability to handle video (.avi files) may be insufficient. Manufacturers handle the way video data (picture and sound) is "streamed" through your computer's CPU in many different ways—there are no simple answers. If you are experiencing these kinds of problems, we recommend you check to see if you have a copy of VidTest (or a similar product) available and use it to test your computer's ability to handle video files. VidTest will give you specific information on how your computer is handling the data streaming, how much memory is being used for video playback, etc. Based on these tests, you may be able to adjust certain settings on your computer to improve. Check with your computer manufacturer for assistance.

PICTURE AND FONT PROBLEMS

This course was designed with SMALL SCREEN FONTS; thus, some text may appear to "slide" off the screen if your screen is set to LARGE SCREEN FONT. To correct this, set your display setting to SMALL SCREEN FONTS. Graphics (pictures) are changing colors when the

page is changed. Each 256-color graphic contains a palette of 256 colors that is used by Windows to properly display that graphic. When more than one graphic is in a program then these colors will conflict with the colors on the previous page and you will see "palette shift." This is normal when your screen resolution is set 256 colors. raph to format the subsequent text.

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